



ADVISORY NEIGHBORHOOD COMMISSION 4C

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Audit Request and Process Improvements for the Office of Unified Communication

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September 9, 2020

DC Auditor
DC Council
Committee on the Judiciary and Public Safety, Chairperson Allen
Dir. Holmes, Office of Unified Communication

The ANC 4C Commission, at a duly noticed public meeting, with a quorum of 7 Commissioners present at its September 9, 2020, meeting, voted, with 6 Yeas, 0 Nays, and 1 Abstentions to adopt this letter calling for more oversight and auditing of the Office of Unified Communications handling of 311 requests and 911 calls..

We support ANC 4B's concern and requests raised in their May 27, 2020 letter to the DC Auditor <https://resolutions.anc.dc.gov/ViewResolution.aspx?Id=OhcjbR566txBzo/8m3QlyA==>

Since ANC 4B's letter has passed Dir. Holmes of OUC has appeared on the Kojo Nnamdi Show on September 3, 2020 and stated "I welcome an audit." With OUC supportive of an audit we hope it can move forward expeditiously.
<https://thekojonnamdishow.org/shows/2020-09-03/911-in-the-dmv-when-help-is-not-on-the-way>

We further request the OUC implement some changes or that DC Council introduce legislation to improve the functionality and community trust of OUC services:

1. Have the Office of Unified Communications (311) create policies around documentation that is required of an agency before closing a 311 request as completed
 - a. Description of Action taken to fix the issue
 - b. If no action taken or a request is reassigned provide an explanation of which agency it was reassigned to and why and leave the ticket open or assign it a new ticket that is connected in a way that is clear to the submitter. Agencies like DDOT that close 311 tickets and assign the work internally without completing the work should cease this practice and only close the 311 ticket when the work is fully completed.
2. Set up automated rules within the 311 service request system that would:
 - a. Escalate any open ticket that has exceeded the stated SLA and provide an explanation about what is happening to the submitter.
 - b. Require an agency process review when a series of identical, or nearly identical, service requests in the same area are opened within a certain period of time. Require those findings to be shared with the Ward Councilmember and ANC for the area.
3. All Service Level Agreements (SLA) must be calendar days and not business or operating agency days.
4. Move all DC agency requests into the 311 system and publish a schedule for each agency to complete this task
5. Create and publish DC agency communication policies outlining the following:

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- a. Acceptable number of days for an agency to respond to a request
- b. Acceptable number of days for an agency to complete a request
- c. Channels for official requests to be submitted via online method (do not require written and mailed responses to intentionally make it harder)
- d. Process to escalate a request if an agency does not respond
- e. An ombudsperson-style email account to notify if the above do not generate a response

The Commission also voted with 6 Yeas, 0 Nays, and 1 Abstentions to appoint the Commissioner for Single Member District 4C10, or any member of the Executive Committee in their absence, to be authorized to communicate this resolution and represent ANC 4C before the Office of the DC Auditor and DC Council related to this matter.

Charlotte Nugent
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